FIG.1

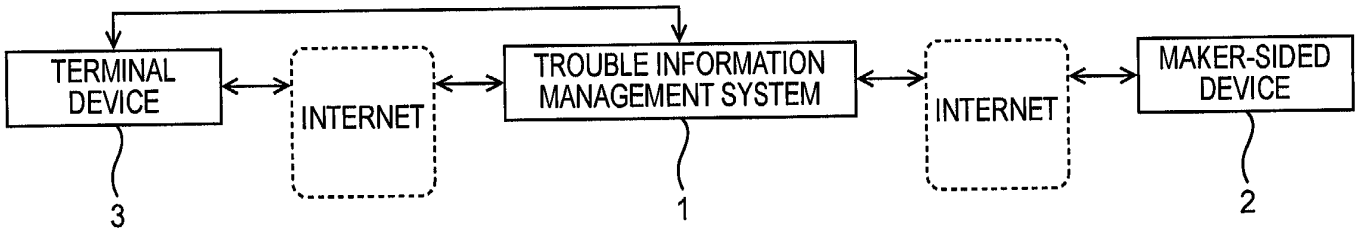
TERMINAL DEVICE
INTERNET
TROUBLE INFORMATION MANAGEMENT SYSTEM
INTERNET
MAKER-SIDED DEVICE
3
1
2

FIG.2

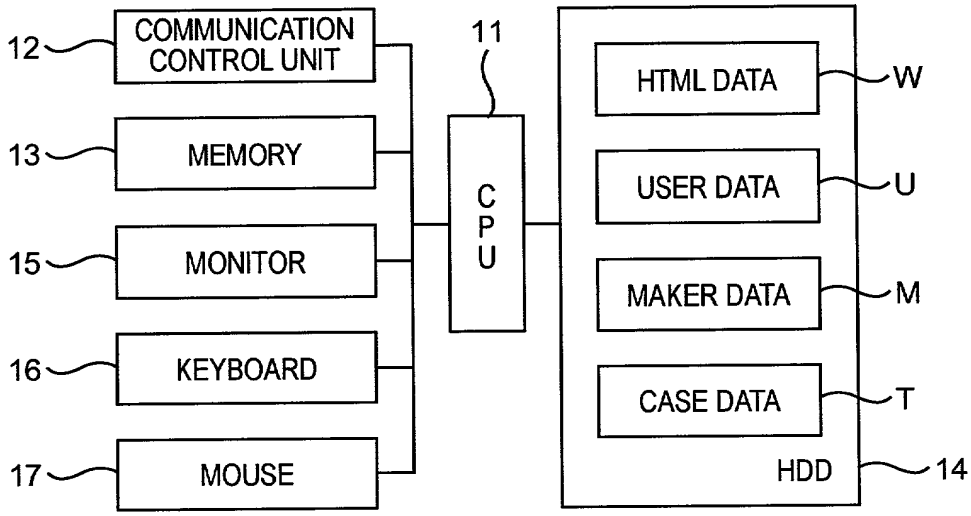

FIG.3

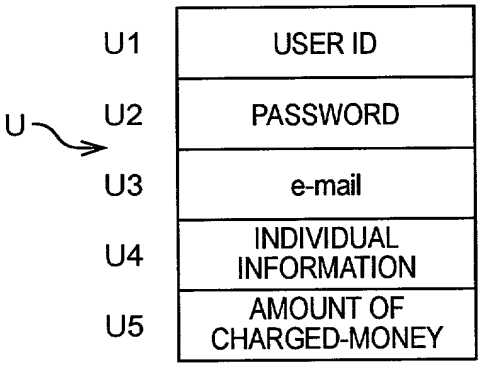

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FIG.4

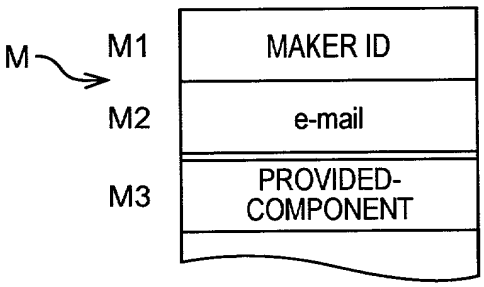

FIG.5

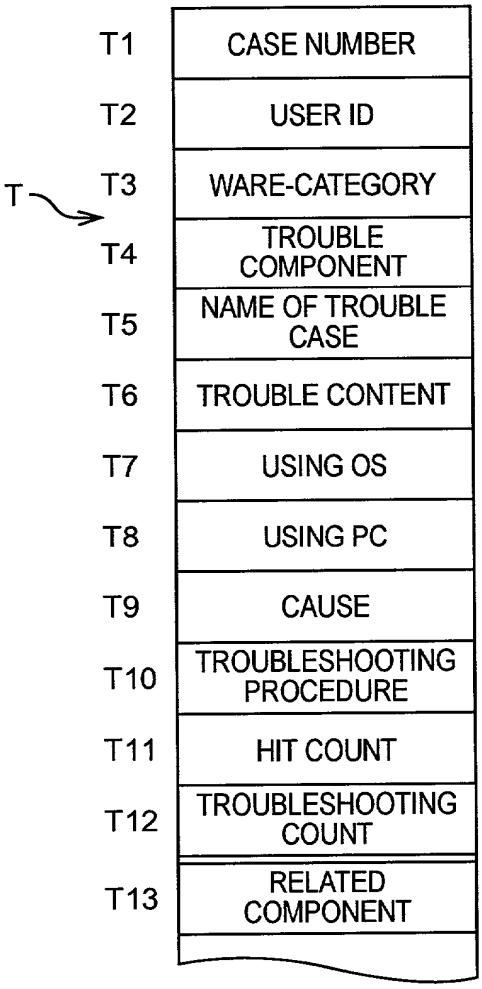

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FIG.6

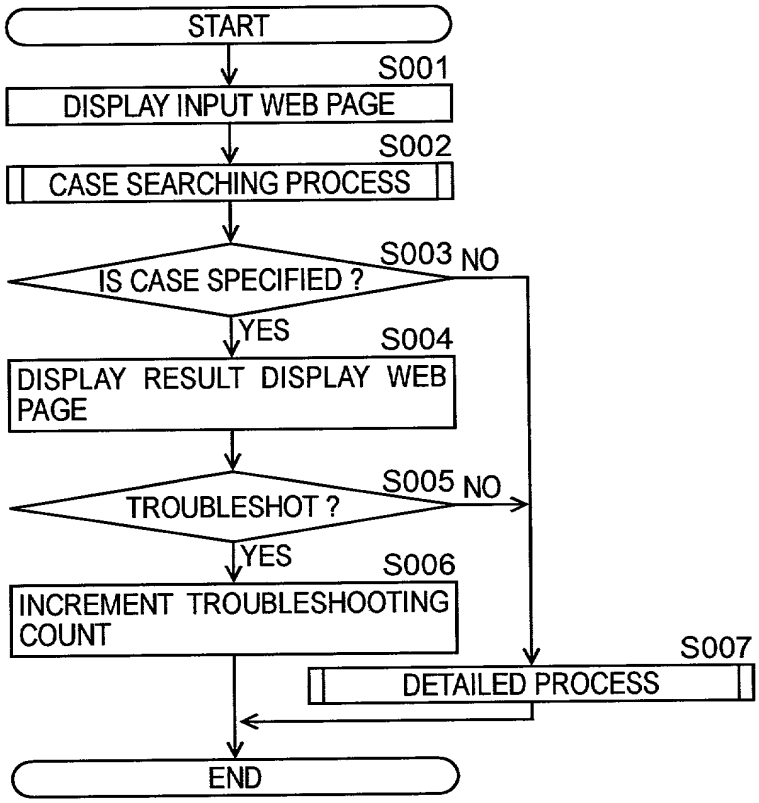

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FIG.7

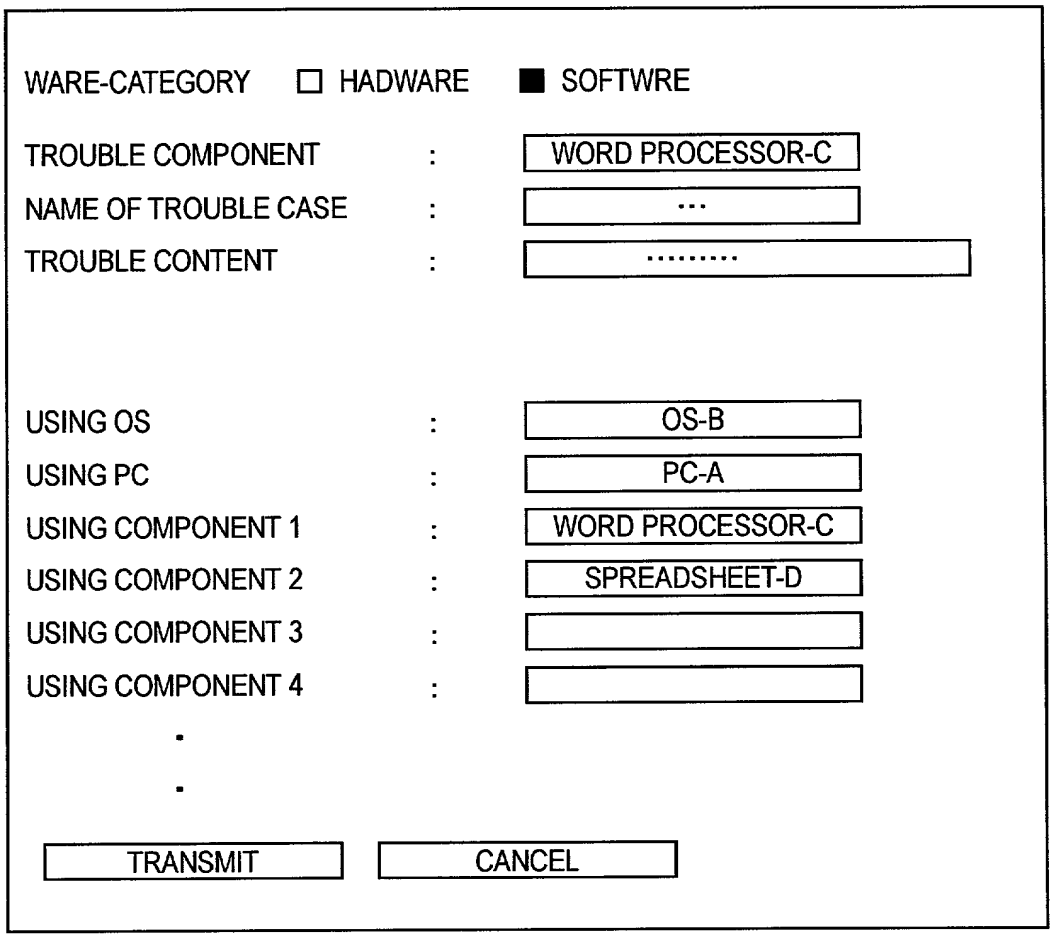

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FIG.8

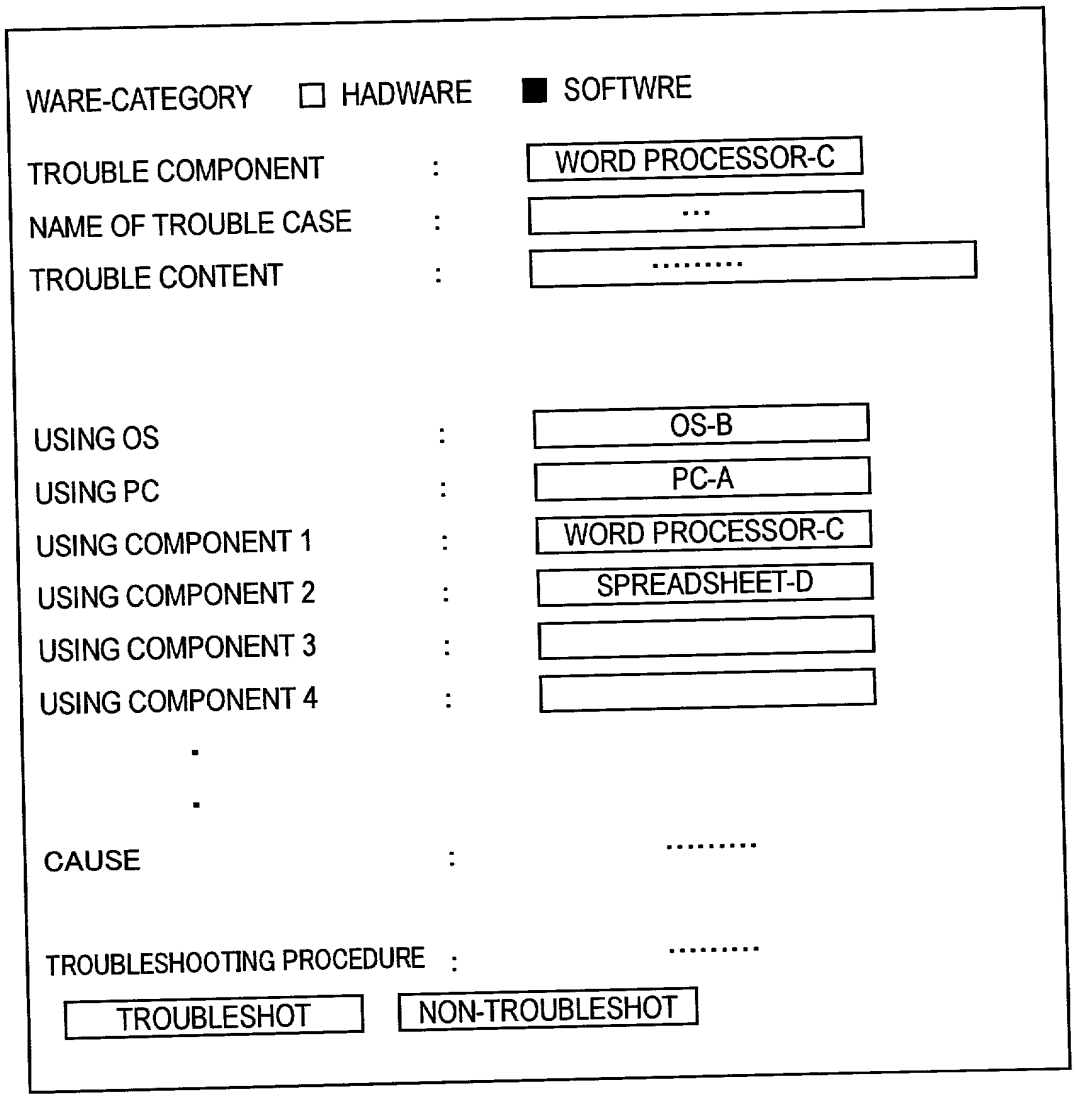

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FIG.9

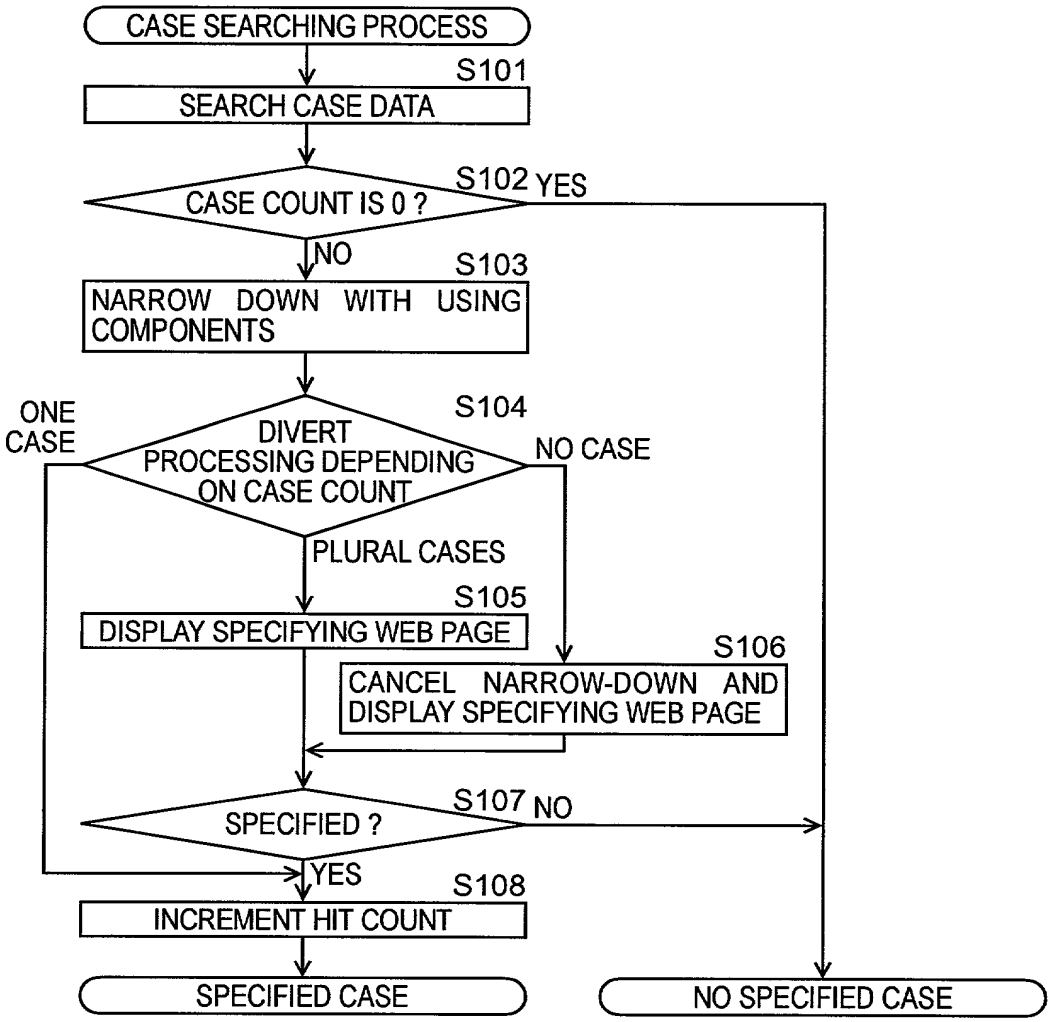

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FIG.10

CASE NUMBER	RELATED COMPONENT	TROUBLE COMPONENT	USING OS	USING PC	NAME OF TROUBLE CASE	TROUBLE CONTENT
1000	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	UTILITY-E	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	MAIL SOFTWARE-F	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1001	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	△△△	△△△
1001	TOOL-H	WORD PROCESSOR-C	OS-B	PC-A	△△△	△△△
1002	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	CAD-G	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1003	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	...	...

FIG.11

CASE NUMBER	RELATED COMPONENT	TROUBLE COMPONENT	USING OS	USING PC	NAME OF TROUBLE CASE	TROUBLE CONTENT
1000	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	UTILITY-E	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	MAIL SOFTWARE-F	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1001	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	△△△	△△△
1001	TOOL-H	WORD PROCESSOR-C	OS-B	PC-A	△△△	△△△
1002	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	CAD-G	WORD PROCESSOR-C	OS-B	PC-A	×××	×××

FIG.12

CASE NUMBER	RELATED COMPONENT	TROUBLE COMPONENT	USING OS	USING PC	NAME OF TROUBLE CASE	TROUBLE CONTENT
1000	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	UTILITY-E	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	MAIL SOFTWARE-F	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1002	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	CAD-G	WORD PROCESSOR-C	OS-B	PC-A	×××	×××

FIG.13

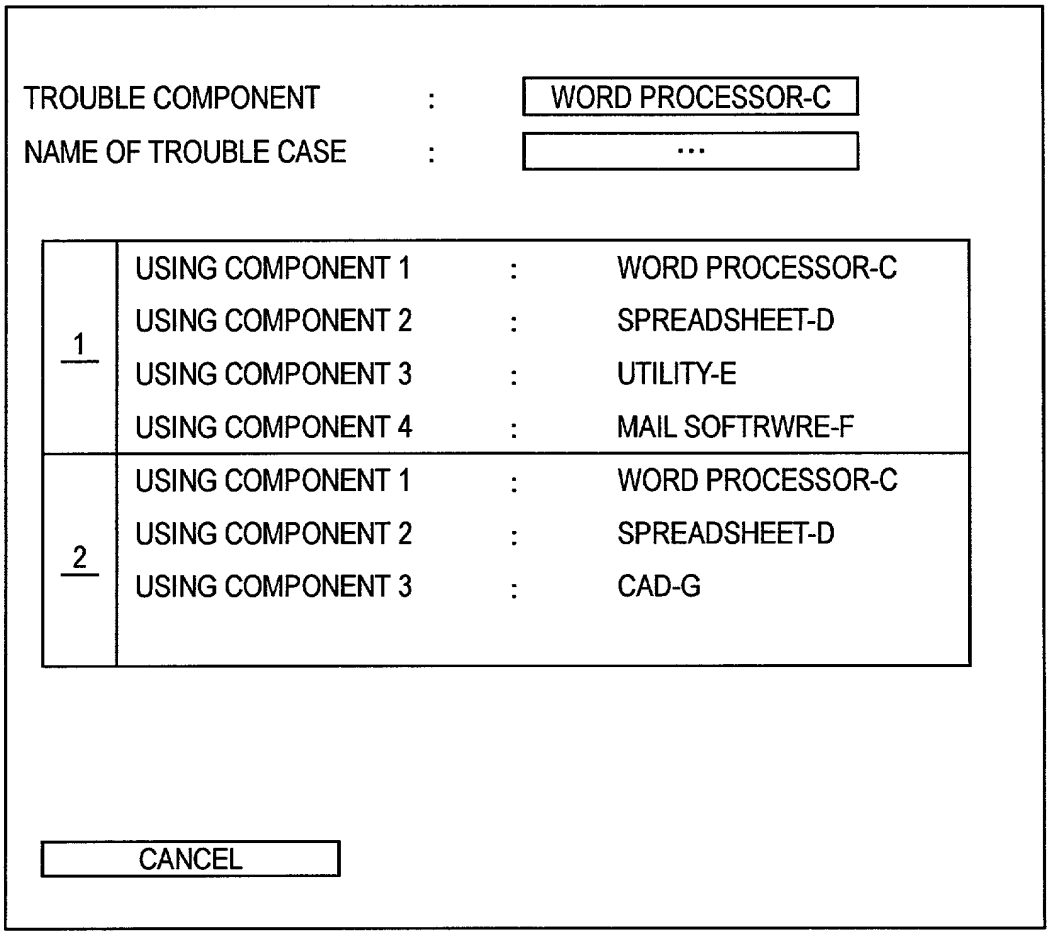

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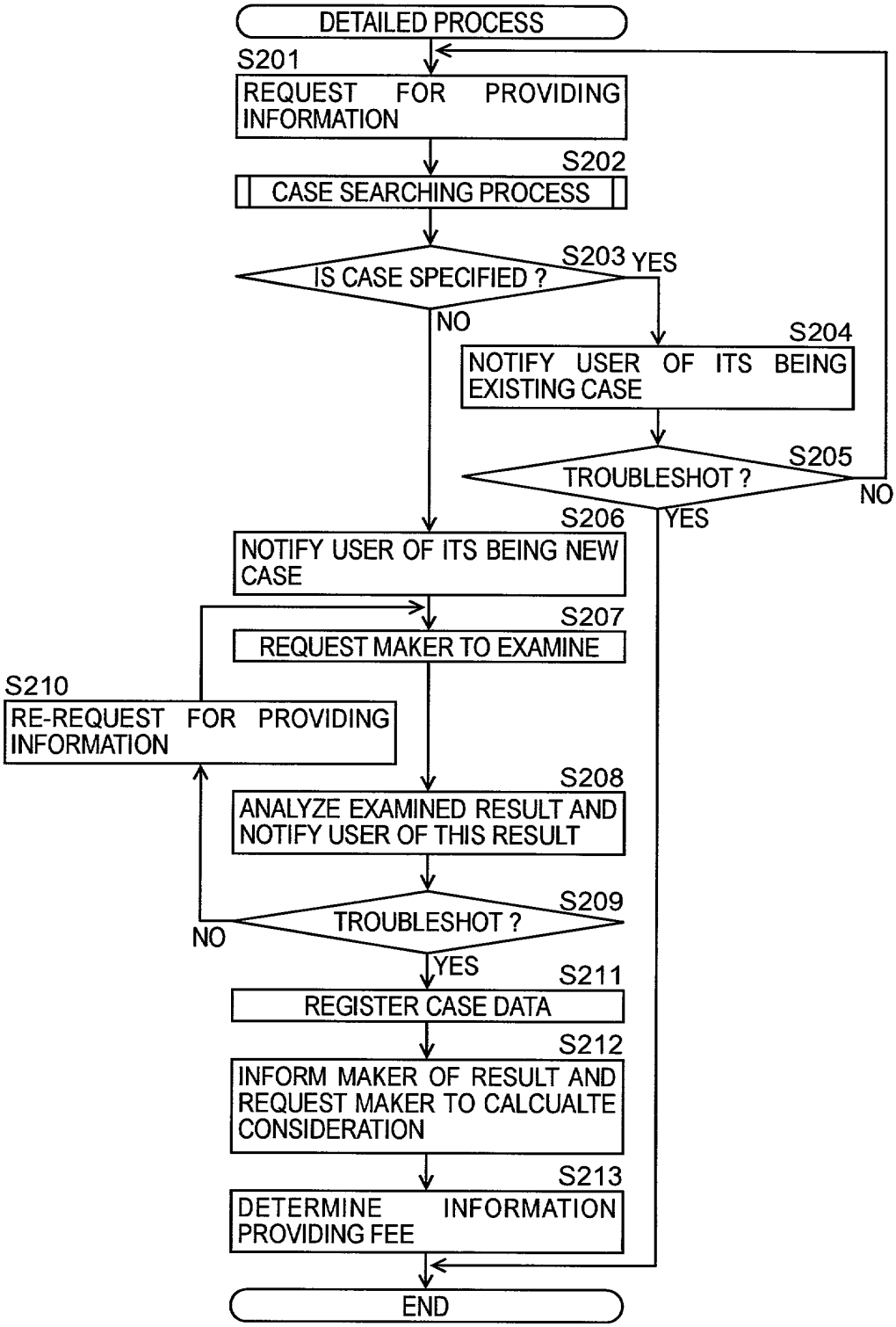
FIG.14



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